

This document provides faculty and staff of high school or postsecondary institutions with the following information about the Parchment electronic transcript service.

- An explanation of the e-Transcript Initiative and Parchment;
- The benefits of the Parchment Service;
- An overview of how the system works;
- How to become a receiver and sender;
- What services are available to staff;
- Helpful tips and contact information;
- Instructions on how to deliver transcripts electronically;
- Information on the additional services available and
- Tips for how to educate students and parents.

### Michigan e-Transcript Initiative

The State of Michigan's Center for Educational Performance and Information (CEPI) has partnered with Parchment to offer the Michigan e-Transcript Initiative. The State of Michigan provides this program to all public and private/independent Michigan high schools and postsecondary institutions at no cost to either the students or the schools. The FERPA-compliant (Family Educational Rights and Privacy Act) service allows a student or alumni to send a transcript and other supporting admission documents from his/her high school or college to more than 4,000 colleges and universities nationwide, as well as to third-party destinations.

### Parchment

Parchment is the leading provider of educational records management services. Parchment manages the ordering, processing and secure delivery of student records for K-12 and postsecondary institutions nationwide. Parchment is headquartered in Scottsdale, Arizona, with representatives throughout the United States.

### Benefits of the Parchment Service

- Reduced staff time and material costs result in financial savings and allow staff to focus on other needs.
- Electronic transcripts allow online tracking and delivery notification.
- The request process is streamlined for both current and alumni students.
- All Michigan public universities, community colleges and several independent colleges have signed up to receive electronic transcripts through this service.
- Transcripts can be requested online 24 hours a day, seven days a week through the school's website, the Michigan College Access Portal (MichiganCAP) or at Parchment.com.
- There is no charge to have transcripts sent to participating colleges in Michigan and partner states.
- Students are automatically notified when transcripts are processed and received, reducing the need to contact the school.
- Transcripts are quickly delivered to Michigan and nationwide colleges and scholarship programs.
- Transcripts are processed electronically for your school for delivery to any destination nationwide.
- Comprehensive reporting is built into the system for all authorized administrators. Reports are available for sent transcripts with a robust set of search criteria and export capability to Excel for further analysis.

## How the System Works

- To send a transcript, a student or alumni goes to the Michigan E-Transcript link on his/her school's website or the Michigan College Access Portal (MichiganCAP), which directs him/her to Parchment's system to complete a one-time five-minute registration and identify the desired transcript recipient(s). Minors must have their parent or guardian complete the registration process on the student's behalf.
- The system promptly processes the order and notifies the sending school's administrator of the request via email. The sending school's administrator retrieves the student's transcript from the school's student information system and electronically "prints" it to the sender printer. This printer is a software download that a school staff member installed on the school's computer, which processes transcripts. Parchment then delivers the transcript to the receiving destination(s) in the acceptable format for the receiving destination.
- The receiving destination is notified via email that a transcript is available for download (if an electronic recipient). The receiving destination's administrator logs into the Parchment system and downloads the transcript. If the receiving destination is not yet an electronic recipient, the transcript is delivered via U.S. mail and instructions are provided for how to become an electronic recipient.
- The requester is notified via email every step of the way: 1) when his/her transcript request is received by Parchment, 2) when the sending school's administrator process the request and 3) when the receiving destination's administrator downloads the transcript.

## How to Become a Receiver

1. Go to <https://securetranscript.docufide.com/co>. Provide information for primary and backup contacts at your institution.
2. Choose the PDF format. Once registration is complete and validated by Parchment, you can go into your account preferences and change your format and delivery methods to PESC XML, TS130 EDI or SFTP/WSDL auto delivery.
3. Begin receiving transcripts electronically.

## How to Become a Sender

For a postsecondary institution to become a sender of electronic transcripts:

1. Visit <http://www.docufide.com/contact-us/senders> and enter your contact information.
2. Parchment will then contact you and provide you with a service agreement and an Excel form.
3. Provide the necessary contact information on the Excel form and email it back to Parchment.
4. Review and sign the service agreement. Fax or mail it back to Parchment. Installation cannot begin until Parchment has received the signed agreement.

For a high school to become a sender of electronic transcripts:

1. Go to <http://www.michigan.gov/cepi/0,1607,7-113-54112---,00.html>.
2. Click on the "High School Registration" link.
3. Click on the "Begin Registration" link either for Districts (public schools) or Independent Schools (private schools) and search for your school name.
4. Provide primary e-Transcript contact information.
5. Review and accept the Service Agreement.

Once the registration is complete, the software installation instructions are sent to the identified contacts. It is simple and quick – like downloading a driver for a new printer. Parchment's training and promotional materials are also provided. The entire installation and training process usually takes one hour or less. Once the software has been installed on the computers that process the transcripts, the school's administrator uploads a file containing multiple transcripts to Parchment's processing center to serve as test files. This is done to ensure that all fields used in the school's transcript are included in the transcript template that Parchment creates for your

school. Once the installation and test process are complete, a link to the service (provided by Parchment) is placed on the school's website. The school is now considered "live" and able to send electronic transcripts.

### **Services Available to Staff**

Parchment offers an online staff training webinar. If additional training is desired, Parchment can schedule individual training sessions based on the needs of your school. For more information on webinars and scheduling, view the Staff Training Webinars link on the CEPI e-Transcript website at <http://www.michigan.gov/cepi/0,1607,7-113-54112---,00.html>.

In addition to transcripts, the Parchment service enables staff members to send Electronic Secondary School Reports (eSSR), also known as Guidance Counseling Pages. Once the student makes the online transcript request, the eSSR notification is emailed to the staff member who is responsible for sending these admissions documents. The Advanced Secure Transcript Training discusses how to use this feature.

The Reporting feature is also very beneficial to staff members. Staff members can import a variety of search criteria to view the number of transcripts sent by a particular student, a date range, a recipient, the year of graduation, etc. All results are in real-time and can be exported into Excel for further analysis. The Basic User Training discusses how to use this feature.

### **Contact Information**

Please visit the CEPI e-Transcript website at <http://www.michigan.gov/cepi/0,1607,7-113-54112---,00.html> for more information on the initiative. If you have questions pertaining to the registration process and technical support, contact Parchment via their customer support page at <http://www.docufide.com/contact-us>. If you have questions regarding the Michigan e-Transcript Initiative, please contact CEPI at [CEPI@michigan.gov](mailto:CEPI@michigan.gov) or call (517) 335-0505, option 3.

## Delivering a Transcript Electronically

Once the transcript request made by the student/alumni is received by Parchment, an email message is sent to the administrator at the school notifying the administrator that a transcript request is received, and asking the administrator to:

- To log into his/her Docufide account to process the transcript and
- To send the transcript electronically to Parchment.

**Step 1:** Go to [www.docufide.com](https://www.docufide.com) and log into your Docufide account. This will take you to the home screen.

**Step 2:** If you have any items needing attention, they will appear in red boxes at the top of the home screen.

**Step 3:** Click on **Approve Transcript Requests** in the Quick links box.

The screenshot shows the Docufide dashboard interface. At the top, there's a navigation bar with various links and a search bar. Below the navigation bar, a welcome message states: "Welcome to Docufide. Thank you for choosing Docufide, the leading integrated solution for sending and receiving transcripts and credentials. This is your homepage. As you take actions on Docufide, the graphs and charts on this page will fill with analysis of the data you generate. Whenever you come to the site, you can use this page to get a quick update. When something needs your attention, a link will appear in the 'Items Needing Attention' below."

On the left side, under the heading "Items Needing Attention", there are two red boxes. The first box says: "3 transcript(s) have been approved by your school, but have not yet been processed. [Show Details »](#)". The second box says: "You have not assigned a Backup User to send transcripts. [Show Details »](#)". A red box labeled with the number "2" is placed over these two red boxes.

On the right side, under the heading "Quick Links", there are several links. The first link, "Approve Transcript Requests (4)", is highlighted with a red box. A red box labeled with the number "3" is placed over this link.

At the bottom, there's a section titled "Transcript Volume by Delivery Method" with a chart showing data for "Electronic", "Paper", and "Overnight/Insured".

## Manage Transcript Requests

When students place transcript requests through Parchment.com, you must process the transcript requests before Parchment can fulfill them.

**Step 1:** To Access the Docufide Sender "To Do List," click on the **Send** tab in the header.

The Docufide Sender "To Do List" displays with the Current Requests tab displayed.

Note: An administrator must have Sender permissions to access the Docufide Sender "To Do List."

**Step 2:** To view individual destinations for a student, click the "View Destinations" link. The destination detail displays for each destination, including Recipient Name and Delivery Method.

**Docufide by parchment**

Home **Send** SRP Receive Preferences Directory

TO DO LIST (4) DOCUMENT REQUESTS (0) MANAGE STUDENTS REQUEST WEB UPLOAD REPORT

### Approve Transcript Requests

The following students and alumni have placed transcript requests. Select the name link to view detailed information about the student/alumnus and the requested recipient.

**Current Requests (4)** Next Grading Period Requests (16) Requests On Hold (2) All Requests (22)

For each student/alumnus, select one of the following actions:

- Approve: Authorize Docufide to release the transcript.
- Hold: Defer processing the request. The student/alumnus will be informed of the delay via email.
- Prepare Locally: Confirm you will process the request from your office.

Requests Per Page: 25 My Requests All Requests

Name	Class Of	Student ID	Date of Birth	Date Requested	Actions
Minnie Mouse	10		01/28/1978	04/25/2012	<input type="radio"/> Hold <input type="radio"/> Prepare Locally
<a href="#">View 1 destination</a>					
Donald Duck	2013		02/01/1994	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold
<a href="#">View 3 destinations</a>					
Tasmanian Devil	2013		01/02/1994	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold
<a href="#">View 5 destinations</a>					
Sylvester Cat	2013		09/01/1974	10/18/2012	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally
<a href="#">View 4 destinations</a>					

[Export to Excel](#)

■ Indicates that this student graduated before electronic records are available, and should be processed manually.

**Step 3:** To hide the destination information, click the "Hide Destinations" link.

<a href="#">Diegnan, Rosemarie</a>	2012	ST333	03/02/1992	10/30/2011	
<a href="#">Hide destinations</a>	3				
DID#	Recipient	Delivery Method	Date Requested	Actions	
TWLANON	Docufide Institute of Technology	Electronic Delivery	10/30/2011	<input checked="" type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally	
TWLAN0J	Nationwide Insurance	Electronic Delivery	10/30/2011	<input checked="" type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally	

By clicking on the student's name, administrators can drill down to see more information on the student, view the valid email address and see where the student is requesting a transcript to be sent.

[Home](#)
[Send](#)
[SREx](#)
[Receive](#)
[Preferences](#)
[Directory](#)

[TO DO LIST \(0\)](#)
[DOCUMENT REQUESTS \(0\)](#)
[MANAGE STUDENTS](#)
[REQUEST](#)
[WEB UPLOAD](#)
[REPORT](#)

### Student Details

To return to the list of students, click "Back" below.

STUDENT INFORMATION

Student Name	Email Address	Class Of	Birth date	Student ID	SSN (last 4 digits)	Gender
/ Name sh	Name@test.com	2012	02/23/1994		2285	M

The student requested documents to the following destinations:

TRANSCRIPT REQUESTS

Recipient	Address	Requestor	Delivery Method	Date Requested	DID#	Transcript Type
Unofficial Self View - No Fee	United States	Student	Electronic Delivery	11/16/2012	T96X0FF	Current Transcript

DOCUMENTS REQUESTS

Recipient	Requestor	Document Type	Date Requested	DID#	Status
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[Back](#)

To process the transcript request, three options exist: 1) Approve, 2) Hold and 3) Prepare Locally.

- 1) Approve – You will process the request and send the transcript electronically to Parchment.
- 2) Hold – You are not able to send the transcript at this time for reasons such as the student owes library fees or a grade is changing on the transcript. An email message will be sent automatically to the student letting him/her know the transcript has been placed on hold.
- 3) Prepare Locally – You wish to send the paper transcript to the destination outside of the Parchment service (e.g., when alumni transcripts are not available electronically).

**Step 4:** To approve the transcript request, click on the **Approve** radio button.

Tools Help

Requests Per Page: 25 ☐ My Requests ☐ All Requests

Name	Class Of	Student ID	Date of Birth	Date Requested	Actions
<a href="#">View 1 destination</a>	1998 ■		01/28/1978	04/25/2012	<input type="checkbox"/> Approve all pending requests <input type="radio"/> Hold <input type="radio"/> Prepare Locally
<a href="#">View 3 destinations</a>	2013		02/01/1994	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold
Minnie Mouse	2013		01/02/1994	09/11/2012	

[Hide destinations](#)

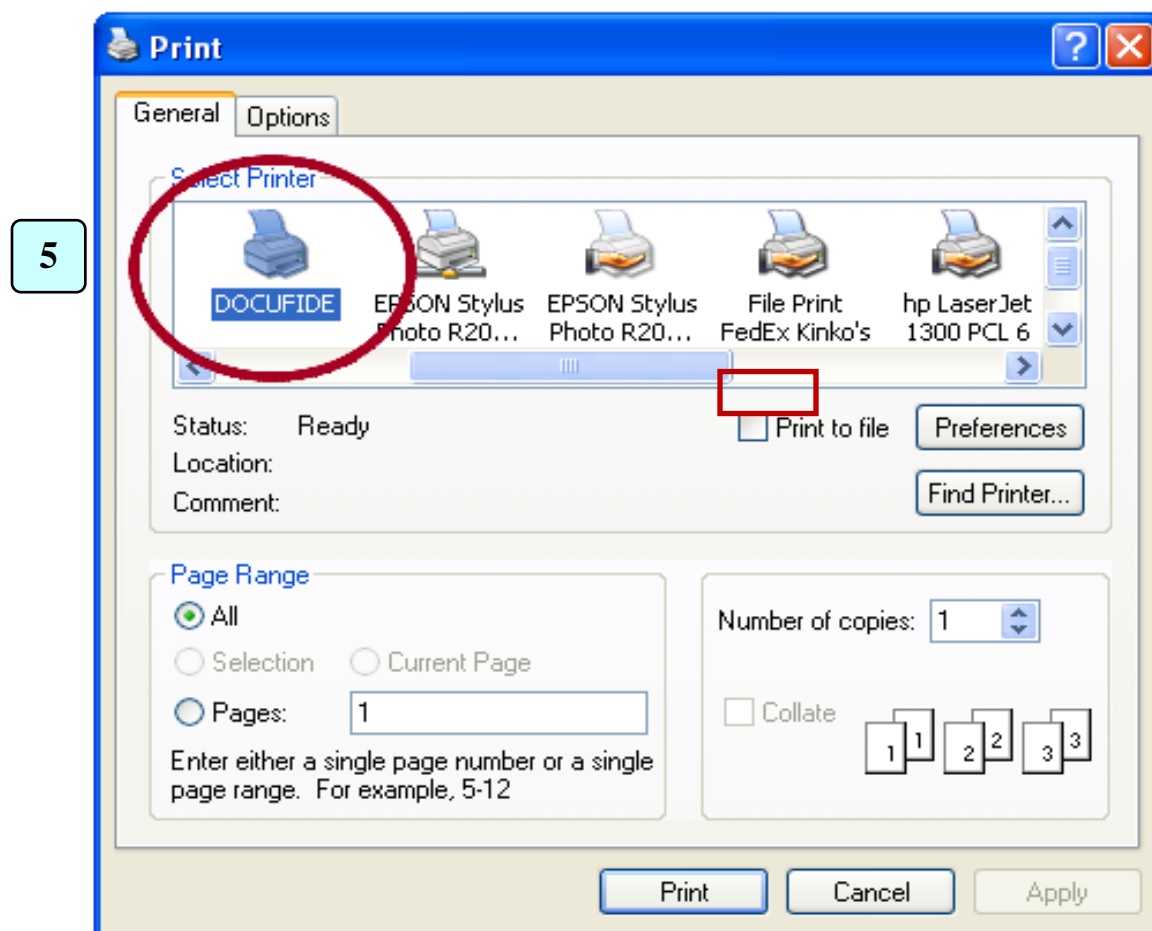
DID#	Recipient	Delivery Method	Date Requested	Actions
TRTZXRU	Unofficial Self View - No Fee	Electronic Delivery	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold
TRTZXR	Clemson University	Electronic Delivery	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally
TRTZXTU	University of South Carolina - Columbia	Electronic Delivery	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally
TRTZXUU	University of South Carolina - Lancaster	Electronic Delivery	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally
TRTZXYV	University of South Carolina - Spartanburg	U.S. Mail	09/11/2012	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Prepare Locally

[View 4 destinations](#)

[Export to Excel](#)

■ Indicates that this student graduated before electronic records are available, and should be processed manually.

**Step 5:** After approving the request go into the school's student information system, select the transcript and "print" it using your standard daily processing transcript method. The most common method is printing via the Docufide printer. Go to your computer's **Start** Menu. Select **Settings > Printer and Faxes**. Select the Docufide printer as seen below:



If you are unsure of what your daily processing method is, contact Parchment at <http://www.docufide.com/contact-us/senders>.





## Additional Included Service Features

For information on the additional features of the Parchment service, please inquire about how to register for an online training webinar provided by Parchment at <http://www.docufide.com/contact-us/senders>.

### Request Transcripts

High school, college and university administrators can request mid-year or final transcripts on an applicant's behalf. High school administrators can also request transfer transcripts from any other participating Michigan high school.

The screenshot shows the Docufide web application interface. At the top, there's a navigation bar with links like 'ABOUT DOCUFIDE', 'CONTACT US', and 'HELP/FAQ'. Below this is a header area with the Docufide logo and a 'WELCOME PATTI PASSOW' message. The main navigation bar includes 'Home', 'Send', 'Receive', 'TRANSCRIPT REQUESTS (8)', 'DOCUMENT REQUESTS (8)', 'MANAGE STUDENTS', 'REQUEST' (highlighted with an orange arrow), 'WEB UPLOAD', and 'REPORT'. The 'REQUEST' section is titled 'Request Transcripts' and contains two main options: 'Send a Transcript' and 'Receive a Transcript'. Each option has a 'Continue to Select Student' or 'Continue to Select School' button.

### Electronic Secondary School Reports


Each registered college or university can create an Electronic Secondary School Report (eSSR) online. eSSR requests are initiated when students request transcripts. You can log into your Parchment account and access the online To-Do List for the eSSR requests. You complete the report online.

The screenshot shows the 'electronic Secondary School Report' form. It is divided into several sections: 'Applicant Information' (Student Name, State Student ID #, Docufide Student ID #, Social Security #, Email Address, Date Of Birth, Gender, Phone, Address), 'eSSR Completed By' (Name, Title, Phone Number, Fax Number, Email Address, Would like a phone call to discuss this applicant), 'School Information' (School Name, Address, City, State, County, CEEB/ACT Code, School Type, School Accreditation, District Name), 'eSSR Information' (eSSR ID#, Application/Jacket ID, eSSR Prepared on, Number of Pages), and 'Current Year Courses' (First semester, Second semester). The 'Current Year Courses' section includes a table with columns for Course Name, Level, and Value. Below the table, there are checkboxes for 'Repeated for 8 courses, to 2 semesters/3 trimesters', 'Information about diploma student is to receive', 'Will student receive a high school diploma', 'Is student pursuing a state academic diploma', 'Type of diploma student is expected to receive', and 'Evaluation when no other is selected'.

## Process Document Requests

The following document requests are awaiting action. Select a student's name to view detailed document request information, including transcript requests.

For colleges registered to receive eSSRs, select **Complete eSSR** for a student to complete and submit the online Secondary School Report for that student. To cancel an eSSR request, select the **Delete** link next to the college; the college will be informed that the eSSR will not be completed online. [Search for students that have placed a transcript request](#) to add an eSSR request for a student, or [prepare an eSSR](#) for a student whose transcript was not requested through Secure Transcript.



**All Requests**   **Guidance Report Requests**   Letter of Recommendation Requests   School Profile Requests

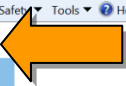
For each document request select the appropriate action to create a printable checklist to complete the requests:

*Upload Document*      To upload the document using the Docufide Web Upload.  
*Prepare Locally*      To confirm you will process the request manually from your office.  
*Cancel*                  To cancel the request.

Student	Class Of	Transcript	Document Type	College	Date Requested	Action
<a href="#">Exception Test eSSR</a>	2017	Pending Upload	eSSR	<a href="#">Docufide Institute of Technology</a> <input type="button" value="delete"/>	02/23/2011	<a href="#">Complete eSSR</a>

## Directory

School contact information and profiles are available online for all participating colleges and high schools.



Account: Hamilton   Pandora Internet Re...   Matthew S NIV - In...   Docufide: Education...   Contact: Dana Burk...   Docufide: Educat...   Docufide: Edu...

File Edit View Favorites Tools Help

HR Passport - Your Online ...   HS Approve Transcript Re...   Docufide Education's Trust...   Bing

Home   Send   Receive   Preferences   **Directory**

**COLLEGE INFORMATION**

### Search for a College or University

To view contact information and school profiles for schools and colleges in the Docufide network, click the appropriate tab to search for high schools or colleges/universities. You can search by institution name, city, and/or state.

High Schools

Colleges & Universities

Name

City

State/Province

Country

Michigan

United States

1051 records match your selected search criteria. Click the "School Name" link to view the school profile. If the name is not a link, the school is not participating in a Docufide service and you cannot view the school profile.

Name	City	State/Province	Country
<a href="#">acagolyj69_college</a>	LA	Michigan	United States
<a href="#">acygnvyj52_college</a>	LA	Michigan	United States
<a href="#">Adrian College</a>	Adrian	Michigan	United States
<a href="#">agiqolag02_college</a>	LA	Michigan	United States
<a href="#">ajufimek66_college</a>	LA	Michigan	United States
<a href="#">akikyti56_college</a>	LA	Michigan	United States
<a href="#">akvtateb79_college</a>	LA	Michigan	United States

## Reports

Real-time reports are available for sent or received transcripts, with results exportable to Excel for further data analysis.

The screenshot shows the Docufide by Parchment web interface. The 'REPORT' tab is highlighted in the top navigation bar. Below the navigation bar, the 'Documents Sent' section is visible, featuring a search form with fields for Student First Name, Student Last Name, Receiver, DID#, Class Of, Date Requested, Date Approved, Date Delivered, Document Status, and Document Type. A 'Search' button is located at the bottom right of the search form. Below the search form, a table with the following columns is displayed: DID# Document Type, Student Name Document Information, Class Of Date Requested, Date Approved Date Delivered, and Receiver Document Status. A 'Done' button is located at the bottom right of the table.

For example, importing the search criteria for how many transcripts you have processed from 11/01/2012 to 12/07/2012 will provide the results in the screen below:

The screenshot shows the Docufide by Parchment web interface with the 'REPORT' tab selected. The 'Documents Sent' section is visible, featuring a search form with fields for Student First Name, Student Last Name, Receiver, DID#, Class Of, Date Requested, Date Approved, Date Delivered, Document Status, and Document Type. The 'Date Requested' field is set to '11/01/2012' and the 'Date Delivered' field is set to '12/07/2012'. A 'Search' button is located at the bottom right of the search form. Below the search form, a table with the following columns is displayed: DID# Document Type, Student Name Document Information, Class Of Date Requested, Date Approved Date Delivered, and Receiver Document Status. The table contains 231 records matching the search criteria. The first two records are highlighted with a red border:

	DID# Document Type	Student Name Document Information	Class Of Date Requested	Date Approved Date Delivered	Receiver Document Status
1	T95X0FF Transcript	Kitty Kat (Student)	2012	11/16/2012	Unofficial Self View - No Fee
				11/16/2012	Complete: Delivered to Parchment
2	T95X0HF	Ducky Duck	2012	11/16/2012	Midlands Technical College

## **Educating Students and Parents**

### **Resources from Parchment**

- School staff members can contact Parchment for the following documents:
  - 1) Set-Up Guide
  - 2) Student and Administrative User Guides
  - 3) Frequently Asked Questions (FAQs)
  - 4) Marketing Materials
- Online training sessions are available for staff members depending on their level of involvement with the service.
- Additional training is available for staff upon request.
- Ongoing account management and customer service is provided by Parchment staff, who are available to answer administrator and student/parent questions.

### **Suggested Promotion**

- Add the Michigan E-Transcript link to the school's website in multiple places such as the home page, the guidance counseling page, the student page and the alumni page.
- Distribute student flyers containing information on the Parchment e-transcript service at open houses, senior night and college information sessions.
- Update the student handbook to include information on the Parchment e-Transcript service.
- Send a letter to all staff at the school and parents announcing the Parchment e-Transcript service.
- Use regular school communications such as the school newspaper, newsletters and emails to promote the Parchment e-Transcript service.

### **Best Practices**

- Have students complete the 5-minute online account registration early in the school year as an introduction to the Parchment e-Transcript service. This will enable you to use the Docufide by Parchment service to process high school to high school transcript transfers.
- Remind students to complete the online registration using their full name as it appears on the transcript. If they do not know this information, look this up for them.
- Encourage access to the Parchment e-Transcript service at the school by providing computer access in the school's office for students to use when requesting a transcript. Post notices in the computer lab and during computer courses, and have registration kiosks at open houses.
- Encourage students to use the Parchment e-Transcript service to eliminate walk-up or paper transcript requests.
- Use the administrative reporting feature built into the Parchment service to view usage and the impact e-Transcripts have at your school.
- Show students and parents where additional information is located on the CEPI website (<http://www.michigan.gov/cepi/0,1607,7-113-54112---,00.html>) such as a Frequently Asked Questions (FAQ) document, the Michigan school registration status report and a presentation on how to use the Parchment service.
- Show students, alumni and parents where the Welcome Screen is located when they log into their Parchment account. Let them know that your school may post messages for them on this screen.
- Inform students, alumni and parents as to the fees associated with certain transcript requests and how your school wants them to handle these.
- Encourage students to use the Application ID import function. Colleges and universities highly recommend that students import this ID if known.